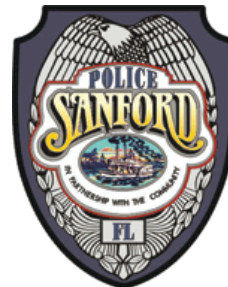


Robbery Prevention



Sanford Police Department
Crime Prevention Unit
815 W 13th Street
Sanford, FL 32771



Bill R. Lee, Jr.
Chief of Police

www.sanfordpolice.org

Robbery is the taking of money or property by force or threat of force. While your business can't fully prevent armed robbery, a few simple steps can make it more difficult and less profitable. This topic provides tips on how to **prevent robberies**, what to do **during a robbery**, how to be a **good witness**, and what to do after a robbery. It also provides a list of robbery risk factors.



Robbery Prevention Tips

- Don't work alone, if possible. (However, don't expect two workers to be a match or a deterrent for a robber with a knife or gun.)
- Keep cash on hand low with frequent withdrawals, a cash controller, a drop box, or a safe. Advertise outside that you keep a minimal amount of cash in the register and that you will not accept large bills.
- Use a safe that the clerk cannot open alone or that requires two keys. Post that fact conspicuously, including on the safe itself.
- Make bank trips unpredictable; travel in pairs.
- Don't prepare deposits openly or carry deposits in visible bank bags.
- Use security cameras, mirrors and alarms. They won't deter all potential robbers, but will often help with apprehension and prosecution.
- Paid armed security may or may not make a difference in terms of robbery.
- Limit entrances/exits.
- Place height markers on doorway.
- Conduct background checks on potential employees, to avoid the possibility of violence, internal theft or eventual robbery.
- Listen to your gut -- if you see suspicious subjects, call police at (407.688.5199) or in an emergency 9-1-1.

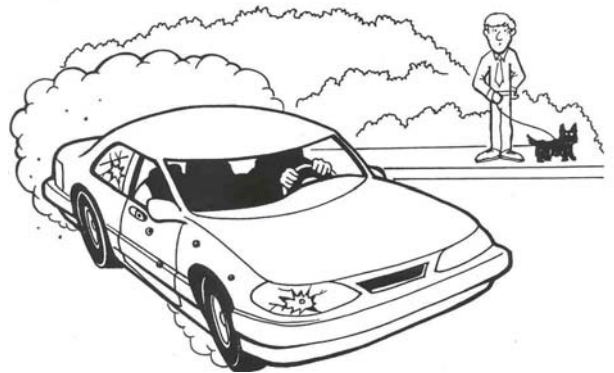
What to Do During a Robbery:

- Follow company procedures.
- Keep as cool and calm as possible.
- Don't appear to be stalling.
- Make no sudden movements. If you have to move, explain why.
- Cooperate fully with the robber's demands. Do exactly as ordered (i.e., if he demands all your tens, give him only tens.)
- De-escalate the situation as much as possible -- don't upset the robber.
- Assume he's scared, desperate, intoxicated and mentally unstable.
- Set off alarms/cameras only if/when possible & safe.
- A demand note is good evidence. Try to slide it out of the robber's reach where he might forget about it.
- Allow robber time to leave.

How to Be a Good Witness

During the robbery, try to be a good witness, but do nothing to jeopardize your safety (staring, making notes, following outside, etc.) Get the best description you can from the top down.

- Did you notice any scars, marks or tattoos?
- Did you notice any accents?
- How did he walk?
- Did you notice eye color
- Where did he put the gun?
- Where did he put the money?
- Did he have accomplices?
- Did he leave on foot or in a vehicle?
- What sort of vehicle (don't expose yourself to harm to do this)
- Direction of travel?



What to Do After the Robbery

- Set off alarms/cameras if they haven't engaged yet.
- Call 9-1-1 and follow the call taker's instructions.
- Administer first aid as needed.
- Have someone lock the doors & isolate all areas where the robber made contact.
- Preserve evidence/fingerprints.(i.e. avoid handling demand note if retained.)
- Keep witnesses at location or obtain I.D. information for contact later.
- Keep witnesses apart to avoid influencing each other's recollections.

Robbery Risk Factors

Any of these conditions that are true for your business represent risk factors that need to be addressed:

- Register likely contains over \$50.
- Business is in isolated location.
- Business operates during early hours, when few people are around.
- Business accepts large bills/makes change after dark.
- Cash is transferred according to an obvious and predictable routine.
- Business exterior is poorly lit.
- Business interior is poorly lit.
- Exterior lighting blinds neighbors/passersby.
- Cash register is easily accessible.
- Posters and displays block view into the store.
- Posters and displays block employee's view of the parking lot.
- Solid walls block view from the store into the drive-up area.
- Telephone booth in sight of cash register.



- Cash drawer within reach of customers.
- Single courier used for cash transfers.
- Business lacks a telephone.
- The only telephone is in the back room.
- No apparent alarm system.
- Blind spots near cash register.
- Business doors open two ways.
- Safe is unlocked or easy to open.
- Clerk has been seen opening the safe; knows combination.
- Blind spots in the parking lot to hide behind.
- Easy access to major thoroughfares for getaways.
- Business is unkempt or mismanaged; clerks don't care, are poorly trained and poorly paid.
- Job applicants are not carefully screened.
- Back doors are left unlocked for deliveries.
- Some store areas are beyond the clerk's view.



Crime Reduction Survey

Employee Training

1. Do you train employees in crime reduction procedures?
2. Do all your employees know how your security equipment functions?

Safe Procedures

1. Do you have an above ground safe?
2. Is your safe bolted to the floor?
3. Is your safe near the register and visible to customers?

Visibility

1. Are windows blocked by signs, displays or other materials?
2. Is the cashier clearly visible from outside the business?

3. Would the robber also be visible from outside?
4. Are proper trespassing/loitering/parking signs posted?

Cash Handling Procedures

1. Are there drawer limits for cashiers?
2. Is a drop safe available?
3. Is your change fund secured?
4. Do you hide money?
5. Do you perform random till checks or cash audits?



Bank Deposits

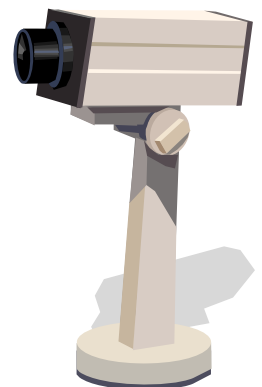
1. Do you use an armored car service?
2. Do you have a secure counting room?
3. Does your counting room have adequate locks, a phone and a door peephole?
4. Do you vary the times of your trips to the bank?
5. Do you vary your route to the bank?
6. Do you disguise your bank deposit bag?

Lighting

1. Do all exterior lights work properly?
2. Do all interior lights work properly?
3. Are lights turned off or on at appropriate times?
4. Is there adequate lighting inside your business?
5. Is there adequate lighting outside your business including the side and rear areas?

Security Equipment

1. Does your store use video surveillance equipment?
2. Does your equipment have a date/time generator?
3. Is there a video monitor placed where a potential robber can see it?
4. Are your VCR and video tapes secured?
5. Have you checked the position of your cameras?
6. Do you regularly clean your camera lenses and VCR?



head?

7. Is the resolution on your video system good?
8. Do you have a panic alarm?
9. Do you have a robbery alarm?
10. Can all exterior doors be easily locked?

Miscellaneous

1. Is the telephone readily accessible to the cashier?
2. Do you report all crimes to police?
3. Do you encourage police to visit your store?
4. How many times have you been robbed in the last 12 months?